



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFP-2022-NHH-04-CLAIM

No.	Question	Answer
1.	<p>Section 3 Statement of Work, Subsection 3.1 Scope of Services How many organizational billable National Provider Identifiers (NPIs) does the Department use?</p>	<p>The Department currently has two (2) NPI numbers, but this number may increase.</p>
2.	<p>Section 3, Statement of Work, Subsection 3.1, Scope of Services Does Avatar have specific deficiencies that the Department is seeking to resolve through this procurement?</p>	<p>Avatar has certain tools that we have not implemented as part of our solution. The Department is seeking proposals to find the best possible solution for our needs moving forward. See RFP-2022-NHH-04-CLAIM Section 3, Statement of Work, Subsection 3.1, Scope of Services for a description of services the Department is seeking to augment our current installation.</p>
3.	<p>Section 3, Statement of Work, Subsection 3.1, Scope of Services What are the specific duties the selected Vendor will be required to perform?</p>	<p>See Section 3, Statement of Work, Subsection 3.1, Scope of Services.</p>
4.	<p>Section 3 Statement of Work, Subsection 3.1 Scope of Services If claim management services are to be handled by a vendor under this procurement in the future, please expand on the specific duties desired to perform the work required under this RFP?</p>	<p>The RFP outlines required services. For example, the ability to transmit claims to insurance providers, the ability to receive remittance files, the ability to re-work claims for resubmission, reporting capabilities, and scrubbing tools if available.</p>
5.	<p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.1 Please provide a detailed breakdown of 837I and</p>	<p>The Department is not able to provide precise charge data at this time. Our volumes are estimated volumes.</p>



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	837P claims the selected Vendor will be required to process, including number of claims, the charge amount for those claims, and payments collected on those charges.	
6.	<p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.1.4, Subparagraph 3.1.4.6</p> <p>Please explain what the Department means by “local printing”?</p>	Local printing means printing within the Billing Office at New Hampshire Hospital or a location designated by a Department Revenue Cycle Operations staff member.
7.	<p>Section 3, Statement of Work, Subsection 3.1, Scope of Services, Paragraph 3.13, Subparagraph 3.1.3.5</p> <p>Please explain the need for Section 3.1.3.5.</p>	NHH and DHHS work with patients to ensure continuity of care. Patients may require specific medications as part of their treatment. Ensuring the medications are part of their formulary with their insurance providers is important for continuity of care.
8.	<p>Section 3, Statement of Work, Subsection 3.1, Paragraph 3.13, Subparagraph 3.1.3.5</p> <p>Please explain the need for Section 3.1.3.6.</p>	Patients may require dental services. These services may not be part of their treatment and they may have the option to have dental work performed at their own expense.
9.	<p>Section 3 Statement of Work, Subsection 3.2 Technical Questions, Q4</p> <p>Does Q4 refer to patient insurance coverage?</p>	Yes.
10.	<p>Section 3 Statement of Work, Subsection 3.2 Technical Questions, Q4</p> <p>Please clarify if the Department is seeking a Vendor to provide for a clearinghouse services, or a claims management Vendor.</p>	NHH seeks to make use of a Claims Management System. NHH staff will transmit claims data from their EHR system and will utilize the tools in the claims management system to ensure they are transmitting clean claims. In the event a claim is rejected, the claim will be re-worked in the claims management system and resubmitted.



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		<p>The claims management system must be capable of transmitting Commercial, Medicare A, Medicare B, Medicaid, and Managed Care Organizations claims and their corresponding remittance files back to the Department's EHR system.</p> <p>The claims management system must be capable of verifying benefits of new patients and existing patients. Respondents should clearly delineate their capabilities related to benefits verification, including the ability to report pharmacy benefits.</p>
11.	<p>Section 3, Statement of Work, Subsection 3.3, Compliance, Paragraph 3.3, Subparagraph 3.3.3.3.</p> <p>Does the Department require the selected Vendor to have the capability to create patient statements?</p>	<p>Yes. See Section 3, Statement of Work, Subsection 3.3, Compliance, Paragraph 3.3, Subparagraph 3.3.3.3. The selected Vendor must have the capability to create patient statements; the Department may or may not require them.</p>
12.	<p>Section 3, Statement of Work, Subsection 3.2, Technical Questions, Q6</p> <p>What does the Department mean by segmenting batches”?</p>	<p>Q6 is about the transfer of claims data. Currently, the Department transfers all commercial insurance as one batch. The software then separates the batch to insurance companies as appropriate.</p>
13.	<p>Section 6 Proposal Process, Subsection 6.5 Exceptions</p> <p>Will the Department modify terms and conditions if requested by the selected Vendor?</p>	<p>The Department may negotiate terms and conditions proposed with selected Vendor. However, revisions to the Department's standard terms and conditions in the Contract are not guaranteed.</p>
14.	<p>Section 6 Proposal Process, Subsection 6.5 Exceptions, Paragraph 6.5.4.</p> <p>Is the Department willing to consider any proposed additional terms and conditions?</p>	<p>The Department may negotiate additional terms and conditions proposed by the selected Vendor. However, inclusion of additional terms and conditions in the Contract is not guaranteed.</p>
15.	<p>Section 6 Proposal Process, Subsection 6.7</p>	<p>Yes, but proposals must be submitted electronically to</p>



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	<p>Proposal Submission Signatures on Proposal Documents, are DocuSign Electronic signatures acceptable?</p>	<p>contracts@dhhs.nh.gov and the Contract Specialist at the email address specified in Subsection 6.1. See Section 6 Proposal Process, Subsection 6.7 Proposal Submission.</p>
16.	<p>Section 8, Mandatory Business Specifications, Subsection 8.1 Contract Terms, Conditions and Liquidated Damages, Forms, Paragraph 8.1.2 Liquidated Damages Will the Department consider including a Limitation of Liability clause in the contract?</p>	<p>Yes, the Department may negotiate a reasonable limitation of liability clause with the selected Vendor. However, the Department is not committing to limiting liability for any damages.</p>
17.	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 4, Conditional Nature of Agreement Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 4, Conditional Nature of Agreement?</p>	<p>The Department may negotiate changes to this paragraph with the selected Vendor. However, modifications are not guaranteed.</p>
18.	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 8 Event of Default/Remedies Will the Department make any proposed changes Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 8 Event of Default/Remedies?</p>	<p>The Department may negotiate changes to this paragraph with the selected Vendor. However, modifications are not guaranteed.</p>
19.	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 9, Termination Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 9,</p>	<p>The Department will not modify its ability to terminate for any reason as specified in Subsection 9.1. The Department may negotiate other changes to this paragraph with the selected Vendor. However, modifications are not guaranteed.</p>



No.	Question	Answer
	Termination	
20.	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 9, Termination Will the Department delete the terms related to subcontractors?</p>	No.
21.	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 12, Assignment/Delegation/Subcontracts Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 12, Assignment/Delegation/Subcontracts?</p>	The Department may negotiate changes to this paragraph with the selected Vendor. However, modifications are not guaranteed.
22.	<p>Appendix D, Price Proposal Should Vendors submit more than three years of pricing with their price proposal?</p>	No.
23.	<p>General Please provide the number of the number of certified and non-certified beds that the Department will have during the contract period resulting from RFP-2022-NHH-04-CLAIM.</p>	The number of certified versus uncertified beds varies as part of normal operations for the Department. The current number of beds may not be representative of future operations for a variety of reasons, including conditions presented by the current COVID-19 pandemic.
24.	<p>General What are the Department's daily rates for routine room and board services?</p>	The current nominal daily rate for inpatient services at New Hampshire Hospital is \$1,506 per day for room and board. This fee may change over time. Other Department facilities may include multiple level fee structures based on services provided.
25.	<p>General</p>	The Department charges a daily per diem rate for inpatient services at New Hampshire hospital, plus any



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	What is the Department's current charge structure?	associated professional fees. Other Department facilities may be a diagnostic related group.
26.	General What ancillary services the Department provide, and do you claim for them in line item detail when claiming (as opposed to having a fully loaded routine rate)?	Inpatient services at New Hampshire Hospital are billed at the per diem rate, plus any professional service fees. Other Department facilities may have additional ancillary fees.
27.	General Does the Department retain responsibility for service authorizations from managed care programs (MCOs)?	The Utilization Review team at New Hampshire Hospital works with MCO's to obtain authorizations. Our patient care coordinator/clinical teams may work directly with MCO's on other authorization requirements.
28.	General How does the Department deliver patient statements to the responsible party (patient, patient family, other)?	Currently, these bills are mailed on a monthly basis.
29.	General Does the Department adjust client payments based on ability to pay?	Yes.
30.	General Does the Department have a formalized accounts receivable balance write-off policy?	No. The Department pursues reimbursements from insurance providers, and also assesses individuals' ability to pay and pursues reimbursement accordingly.
31.	General Are claims management services currently performed in-house by state employees?	Yes.
32.	General	.The Department currently has three full time Billing



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	How many Full Time Equivalent (FTE) employees are now performing job functions that this procurement is seeking to address?	Agents.
33.	General Does the Department have a Contractor currently providing the services described in RFP-2022-NHH-04-CLAIM?	No.
34.	General Are all billed services inpatient, or are there any outpatient services provided and in need of claiming?	At this time, all billed patients are inpatient. The Department may include other facilities in utilizing this software capability that may include outpatient services as well.
35.	General Will the selected Vendor provide services for any outpatient services claims?	Not at this time. However, the Department may utilize services provided by the selected Vendor for facilities that may include outpatient services.
36.	General Can the Department provide three years of claims history?	No. Prior years' billing history does not reflect current practices. For estimated monthly volume, see Section 3, Scope of Services, Subsection 3.1, Scope of Services, Paragraph 3.3.1. and Appendix D, Price Proposal.